Learning Paths by Persona

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Implementer Learning Paths
Implementer Learning Path

Customer Service Management (CSM)

Additional Acronyms
BPC: Business Process Consultants
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Mainline certification questions are sourced from all courses between the product line selection and the exam.

**Select Product Line**

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

**Implementer**

- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
- ServiceNow Platform Subscription Model (On Demand)
- Micro-Certification (MC)

**Additional Recommended**
- Communities Implementation (On Demand)
- CSM with Service Management for BPCs (On Demand)
- CSM with Service Management for Implementers (On Demand)

**CSM Fundamentals (2-days ILT)**

**CSM Implementation (2-days ILT)**

**CIS-CSM Voucher**

**CSM Professional**

- Ongoing Delta testing
- CIS-CSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent (On Demand)

*Required to achieve ‘Professional’*

**Select Product Line**

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

**Implementer**

- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
- ServiceNow Platform Subscription Model (On Demand)
- Micro-Certification (MC)
Implementer Learning Path

DevOps

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

Addition Product Line

- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- FSM Fundamentals and Implementation (Coming in Orlando)
- Performance Analytics Essentials (On Demand)
- DevOps Fundamentals and Implementation (Coming in Orlando)
- Suggested Reading
  - The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win by Gene Kim

Suggested Reading

- DevOps Assessment Simulator to achieve Early Adopter Recognition (Coming in Orlando)

*Mainline certification questions are sourced from all courses between the product line selection and the exam.

Required Product Line

- ServiceNow Platform Subscription Model (On Demand)
- ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
- ServiceNow Platform Implementation (On Demand)
- ServiceNow Fundamentals (On Demand)

Additional Recommended Courses

- Automated Test Framework (ATF) Fundamentals (On Demand)
- Integration Hub Fundamentals (On Demand)
Implementer Learning Path
Field Service Management (FSM)

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps
- FSM Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- FSM Implementation (2-days ILT)
- Mobile Development Fundamentals (On Demand)
- ServiceNow Fundamentals (3-days ILT) – OR – ServiceNow Fundamentals (On Demand)
- Servicenow Implementation Methodology (SIM) Fundamentals (On Demand)
- ServiceNow Platform Subscription Model (On Demand)
- Micro-Certification (MC)

Implementer

Additional Acronyms
CIS: Certified Implementation Specialist
CSM: Customer Service Management
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Recommended
- CSM Fundamentals (2-day ILT)
- CSM Implementation (2-day ILT)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Ongoing Delta testing

Ongoing Delta testing

CIS-FSM Voucher

Micro-Certification (MC)
Implementer Learning Path
Governance, Risk & Compliance (GRC)

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Micro-Certification (MC)

Micro Certification (MC)

Vendor Risk Mgmt (VRM) Fundamentals (On Demand)
Vendor Risk Management (VRM) Implementation (2-days ILT) CIS-VRM Voucher

Vendor Risk Management (VRM) Implementation (2-days ILT) CIS-VRM Voucher

Risk & Compliance (RC) Implementation (2-days ILT) CIS-RC Voucher

Audit Management Implementation (On Demand)

CIS-RC

Ongoing Delta testing

Additional Acronyms

- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
Implementer Learning Path

Human Resources Service Delivery (HRSD)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
ServiceNow Platform Subscription Model (On Demand)

Micro-Certification (MC)

Implementer

HR Fundamentals (2-days ILT)
HR Implementation (2-days ILT) CIS-HR Voucher
Ongoing Delta testing

CIS-HR

HRSD Professional
Required to achieve "Professional"
- CIS-HR
- Predictive Intelligence (On Demand)
- Virtual Agent (On Demand)

HRSD Enterprise
Required to achieve "Enterprise"
- CIS-HR
- Predictive Intelligence (On Demand)
- Virtual Agent (On Demand)
- Lifecycle Events (On Demand)

Micro-Sertification (MC)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Recommended
- Configuring HR Integrations (On Demand)
- Localization Fundamentals (On Demand)
- Performance Analytics Fundamentals (2-days ILT)
- Performance Analytics Advanced (2-days ILT)
- Service Portal Fundamentals (2-days ILT)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Create Product Line

FSM
GRC
HRSD
ITAM
ITBM
ITOM
ITSM
PaaS
SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
ServiceNow Platform Subscription Model (On Demand)

Micro-Certification (MC)

Implementer

HR Fundamentals (2-days ILT)
HR Implementation (2-days ILT) CIS-HR Voucher
Ongoing Delta testing

CIS-HR

HRSD Professional
Required to achieve "Professional"
- CIS-HR
- Predictive Intelligence (On Demand)
- Virtual Agent (On Demand)

HRSD Enterprise
Required to achieve "Enterprise"
- CIS-HR
- Predictive Intelligence (On Demand)
- Virtual Agent (On Demand)
- Lifecycle Events (On Demand)

Micro-Sertification (MC)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Recommended
- Configuring HR Integrations (On Demand)
- Localization Fundamentals (On Demand)
- Performance Analytics Fundamentals (2-days ILT)
- Performance Analytics Advanced (2-days ILT)
- Service Portal Fundamentals (2-days ILT)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Create Product Line
Implementer Learning Path

IT Asset Management (ITAM)

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Implementation (On Demand)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Platform Implementation (3-days ILT)
ServiceNow Platform Subscription Model (On Demand)

Hardware Asset Management (HAM) Fundamentals (3-days ILT)
Hardware Asset Management (HAM) Fundamentals Simulator

Software Asset Management (SAM) Fundamentals (3-days ILT)
Software Asset Management (SAM) Implementation Simulator

Asset Model Management (On Demand)
Asset Model Mgmt (Micro-certification)

CIS-SAM Voucher

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
SCCM: Microsoft System Center Configuration Manager

Additional Recommended
- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
- Discovery Basics for SAM (On Demand)
Implementer Learning Path
IT Operations Management (ITOM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

Micro-Certification (MC)

Choose one of the following learning paths:

- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)

Implementer

ServiceNow Fundamentals (On Demand)
ServiceNow Platform Implementation (On Demand)
ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
ServiceNow Platform Subscription Model (On Demand)

Discovery Fundamentals (3-days ILT) CIS-Disco Voucher
CIS-Disco Ongoing Delta testing

Additional Recommended
- ITOM Storage Discovery (On Demand)
- CMDB Fundamentals (On Demand)

Operational Intelligence Fundamentals (On Demand)
CIS-EM Voucher
CIS-EM Ongoing Delta testing

Additional Recommended
- CMDB Fundamentals (On Demand)

Event Management (EM) Fundamentals (2-days ILT) CIS-EM Voucher
CIS-EM Ongoing Delta testing

Additional Recommended
- ITOM Storage Discovery (On Demand)
- CMDB Fundamentals (On Demand)

Service Mapping (SM) Fundamentals (3-days ILT)
Service Mapping (SM) Implementation (3-days ILT) CIS-SM Voucher
CIS-SM Ongoing Delta testing

Additional Recommended
- ITOM Storage Discovery (On Demand)
- CMDB Fundamentals (On Demand)

Cloud Management (CM) Fundamentals (3-days ILT)
Cloud Management (CM) Advanced (3-days ILT) CIS-CM Voucher
CIS-CM Ongoing Delta testing

Additional Recommended
- CMDB Fundamentals (On Demand)
- Configuring Cloud Management for IP Address Management (On Demand)
- Cloud Insights

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
ILT: Instructor-led Training

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

CIS-EM
Ongoing Delta testing

CIS-SM
Ongoing Delta testing

CIS-CM
Ongoing Delta testing

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Implementer Learning Path

IT Service Management (ITSM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

Select Product Line

Implementer

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)

ServiceNow Platform Subscription Model (On Demand)

Micro-Certification (MC)

ITSM Fundamentals (2-days ILT)

ITSM Implementation (3-days ILT)

CIS-ITSM Voucher

CIS-ITSM

Ongoing Delta testing

ITSM Professional

Required to achieve ‘Professional’
- CIS-ITSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent (On Demand)

ITSM - Ongoing

Micro-Certification (MC)

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Major Incident Management (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-days ILT)

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Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Implementer Learning Path

IT Service Management (ITSM)
Implementer Learning Path
Platform as a Service (PaaS) – Custom Application Development

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)
ServiceNow Platform Subscription Model (On Demand)
ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
Scripting in ServiceNow Fundamentals (3-days ILT)
Automated Test Framework (ATF) Fundamentals (On Demand)
Application Development Fundamentals (3-days ILT)
Certified Application Developer (CAD)
IntegrationHub Fundamentals (On Demand)
Micro-Certification (MC)

Additional Recommended
- Mobile Development Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Service Portal Advanced (2-day ILT)

Additional Acronyms
ILT: Instructor-led Training

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Implementer Learning Path

Security Operations (SecOps)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS

- SecOps

Implementer

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

ServiceNow Platform Implementation (3-days ILT)

ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)

ServiceNow Platform Subscription Model (On Demand)

Security Operations Fundamentals (2-days ILT)

Vulnerability Response (VR) Implementation (2-days ILT) CIS-VR Voucher

Security Incident Response (SIR) Implementation (2-days ILT) CIS-SIR Voucher

Micro-Certification (MC)

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-day ILT)

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Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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System Administrator Learning Path
System Administrator Learning Path

**System Administrator**

- ServiceNow Fundamentals (3-days ILT)
- OR – ServiceNow Fundamentals (On Demand)
- Certified System Administrator (CSA)
- Ongoing Delta testing
- System Administration Advanced (2-days ILT)
- ServiceNow Upgrade Essentials
  - Upgrade Skipped Records (On Demand)
  - Automated Test Framework (ATF) Fundamentals (On Demand)
  - Using Debug Upgrade (On Demand)
- ServiceNow Platform Subscription Model (On Demand)
- Micro-Certification (MC)

**Additional Acronyms**

- ILT: Instructor-led Training

**Additional Recommended**

- Performance Analytics Essentials (On Demand)
- Scripting in ServiceNow Fundamentals (3-day ILT)
- Application Development Fundamentals (3-day ILT)
- Implementation classes as products are activated in your organization
Developer Learning Paths
Application Developer Learning Path

No-Code Developer

- ServiceNow Fundamentals (3-days ILT)
- OR - ServiceNow Fundamentals (On Demand)
- No-Code Application Development (On Demand)

ILT: Instructor-led Training
Application Developer Learning Path

Low/Pro-Code Developer

Micro-Certification (MC)

Automated Test Framework (ATF) Fundamentals (On Demand)

ServiceNow Fundamentals (3-days ILT)

– OR –

ServiceNow Platform Subscription Model (On Demand)

Applications

Scripting in ServiceNow Fundamentals (3-days ILT)

Application Development Fundamentals (3-days ILT)

Certified Application Developer (CAD)

Additional Recommended

• IntegrationHub Fundamentals (On Demand)
• Mobile Development Fundamentals (On Demand)
• Performance Analytics Essentials (On Demand)
• Service Portal Fundamentals (2-days ILT)
• Service Portal Advanced (2-days ILT)

Integrations

Flow Designer Fundamentals (On Demand)

IntegrationHub Fundamentals (On Demand)

Additional Recommended

• Scripting in ServiceNow Fundamentals (3-days ILT)
• Application Development Fundamentals (3-days ILT)
Application Specialist Learning Paths
Application Specialist Learning Path
Performance Analytics (PA)

- ServiceNow Fundamentals
  (3-days ILT)
- ServiceNow Fundamentals
  (On Demand)

Micro-Certification (MC)

- KPI Composer
  (On Demand)

- Performance Analytics
  Essentials
  (On Demand)

- Performance Analytics
  Fundamentals
  (2-days ILT)

- Responsive Dashboards
  (On Demand)

- Performance Analytics
  Widgets
  (On Demand)

Performance Analytics
Advanced
(2-days ILT)

CAS-PA Voucher

Hands on practice with the application
including implementation experience

Ongoing Delta testing

Certified Application Specialist
(CAS-PA)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CAS: Certified Application Specialist
ILT: Instructor-led Training

Formula Indicators
(On Demand)
Application Specialist Learning Path
Service Portal

- ServiceNow Fundamentals (3-days ILT)
  - OR -
  ServiceNow Fundamentals (On Demand)

Scripting in ServiceNow Fundamentals (3-days ILT)

Service Portal Fundamentals (2-days ILT)

Service Portal Advanced (2-days ILT)

Service Portal Assessment Simulator

Micro-Certification (MC)

Additional Recommended
- Enabling Syntax Editor Macros in the Widget Editor (On Demand)
- Creating Simple Search Facets in a Service Portal (On Demand)
- Creating Simple Search Sources in a Service Portal (On Demand)